

# Public Works

City of Newton Performance Management Scorecard

February 2012

## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting target  
Red = actual value worse tmore than 10% away from meeting target

## Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date  
Yellow = cumulative Year-to-Date the same as Last Year-to-Date  
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
<b>1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.</b>								
% of projects under budget	Keep 100% of project under budget	100	100	100			100	
% of projects on schedule	Keep a minimum of 90% of projects on schedule	90	90	78			81	
<b>2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.</b>								
% of water/sewer requests resolved within 24 hours	Keep % at or above the monthly average	100	100	100			100	
Total water meters installed	Monthly progress targets		25063	24460				
<b>3. Maintain public streets and sidewalks in a safe and passable condition.</b>								
Streetlamp repair backlog	Reduce backlog to less than 100 streetlamps	138	138	132		111	132	
% of streetlamps repaired within 14 days of receipt	Repair at least 90% of streetlamps within 14 days	90	90	98			93	
Backlog of sidewalk repair requests	Reduce sidewalk backlog in FY12	531	531	499		531	499	
% of sidewalks made safe within 5 days	Make at least 95% of sidewalks safe within 5 days	95	95	93			93	
% of potholes repaired within 2 business days	Repair at least 95% of potholes within 2 days	95	95	93			87	
<b>4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.</b>								
Trash tonnage (total)	Keep trash tonnage for FY12 under 20,400	1419	1419	1439		13350	13806	
Recycling tonnage (curbside only)	Keep requests completed/closed at or above the monthly average	753	753	807		7358	7447	
Curbside recycling % of total tonnage	Maintain a recycling rate of 35% or more	35%	35%	36%		36%	35%	
% of trash pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collection	99.50	99.50	99.94		99.87	99.88	
% of recycling pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collections	99.50	99.50	99.97		99.89	99.93	
<b>5. Provide emergency response for snow, rain, winds, and other emergency situations.</b>								
% of snow related requests resolved within 48 hours of the end of the storm	Resolve 95% of snow related issues within 48 hours	95.00	95.00	n/a	n/a		91.00	

## Notes

Trash and Recycling tonnage data comes from the month prior to the reporting period.